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ABSTRACT

Written for college students who wish to optimize their chances of presenting themselves in a favorable way to potential employers, information about the job interviewing process contained in the manual is divided into three sections: (1) Pre-interview preparation, (2) the process of interviewing, and (3) post-interview assessment. The manual's objectives for students are (1) to know how to write letters of introduction and resumes, (2) to be familiar with different interview strategies, and (3) to learn how to prepare for the actual job interview. The pre-interview section includes such topics as personal preparation, letters of introduction, and resumes. The process of interviewing section includes a definition of the interview process, the kind of information to share during the interview, typical questions asked during the interview, and important questions that the interviewee might ask. The post interview section included suggestions for the interviewee after the interview. Examples of letters of introduction and resumes are included. (Author/TA)

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JOB INTERVIEW

TRAINING MANUAL

Materials and Program Prepared by:

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University Counseling Center
The University of Kansas

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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ABSTRACT

This manual is written for students who wish to optimize their chances of presenting themselves in a favorable way to potential employers. This manual is written in a particular style that tries to avoid being overly prescriptive thus increasing the probability that college students will read and use the information. The purpose of this training manual is to provide students with different kinds of information about the job interviewing process. The manual is divided into three sections: 1) pre-interview preparation, 2) the process of interviewing, and 3) post-interview assessment. The manual's objectives for students are: 1) to specify how to write letters of introduction and resumes, 2) to specify different interview strategies, 3) to learn how to prepare for the actual job interview. The pre-interview section includes such topics as personal preparation, letters of introduction, and resumes. The process of interviewing section includes a definition of the interview process, the kind of information to share during the interview, typical questions asked during the interview, and important questions that the interviewee might ask. The post interview section includes suggestions for the interviewee after the interview. Numerous examples of letters of introduction and resumes are included at the end of the manual.

PURPOSE AND GOALS OF THE TRAINING PROGRAM

The purpose of the training program in job interviewing is to provide students with different kinds of information concerning the interviewing process, as well as providing material by which students may critically observe job interviewing. We have even gone so far as to propose, for those students who are really serious about this whole affair, some activities students may try for the purpose of acquiring or improving interview skills. Indeed, information is one thing, being able to pull it off is quite another. However, the total program is designed in three sequential parts, but if time or interest does not permit, each part may be used independently.

It is customary to state what we believe to be the goals of this kind of training program and, thus, we will do so shortly. However, we think it notable to point out that a statement of goals reflects nothing more than a statement of expectations which may not be very realistic in particular cases. Unlike the claims of many other kinds of training programs this program doesn't promise very much because we refuse to assume that all who participate will be sufficiently interested to involve themselves in the program. In short, the usefulness and effectiveness of any program has a lot to do with the interest and capabilities of those who use it. Thus, with a note of guarded optimism, we should like to offer what we think are some semi-realistic objectives of this program.

1. Candidates should know how to write letters of introduction and personal resumes.
2. Candidates should have a clearer understanding of different interview strategies.
3. Candidates should learn how to prepare for job interviews.

4. Candidates should learn, by means of practice and feedback, about their own interview strategies.
5. Because any serious preparation attempt involves some critical thought and soul searching, it is not unrealistic to suppose that perhaps some candidates might come to a clearer understanding where they want to go vocationally.

SEQUENCE OF TRAINING

Another feature of this program is that we inform candidates what they can expect to be getting into before they form any commitments. For those who do not want to get involved in critically analyzing some interview scenarios (Unit II) or actually practice an interview (Unit III), Unit I is made to order since it requires nothing of you except that you should be able to read. Should examination of Unit I material not be enough, one could go on to Unit II or III. However, we suggest people start with Unit I.

When we think of the activity of job interviewing it can be roughtly split into three sections; each of the sections comprising Unit I. These three sections are:

1. Pre-interview preparation
2. Process of interviewing
3. Post-interview assessment

This manual is organized by each of these sections in the above order.

PRE-INTERVIEW PREPARATION

1. Personal Preparation 5

It has been our observation that quite frequently manuals of this type present materials which explicitly pleads for you to avoid doing certain kinds of things as well as suggesting that you do certain things. The following are some examples of these kinds of commands.

DO	DON'T
Act natural	Criticize yourself
Be prompt, neat & courteous	Be late for your interview
Ask relevant questions	Present an extreme appearance
Read company literature	Freeze or be tense
Listen to the other person	Come unprepared
Present informative credentials	
Allow employer to express themselves	Try to be funny
Make yourself understood	Oversell your case
Be confident	Let your eyes wander

Obviously this list of do's and don'ts could be extended considerably and each of you could do a fairly good job at adding to this list. However, if one examines lists of this kind you will notice that there will always be two very different kinds of things being suggested. One of the targets of these suggestions involved various kinds of skills (i.e. listen to the other person, read company literature, ask relevant questions, etc.) while the other category involves emotional reactions (i.e. be confident, be yourself, don't freeze or be tense, etc.).

No matter whether it is the skills or the emotional reactions, most of you would agree that it would be helpful to be a well prepared, attentive, inquiring, reasonable, and relaxed person in the interview situation. However, it is probably more accurate to say that many, if not all, of you will not be that prepared, and certainly will not be comfortably relaxed. Obviously you can learn

the skills of preparation; learning how to be relaxed in a stress situation is another kind of affair. In short, we can review with you some of the basic skills and even suggest how you might acquire or polish them. However, commanding you to be relaxed is ludicrous simply because most of you will not be able to help it. Therefore one might as well accept the fact that it is very natural to be uneasy, scared, and tense and to swing with that rather than getting into the game of trying to fight one's feelings. For those of you who are really frightened, we will suggest some ways of handling this in the latter part of the manual.

We would like to add one final comment about personal preparation. If we were to sum up what you are supposed to be like during an interview we might say something like "be yourself" or "act naturally", or "be what you are truly like". While this is probably pretty good advice in the sense that you will not come off as a phony (i.e. the company interviewer will know what you are like), one must also realize that to "act naturally", or to "be yourself" could cause some problems. For example, if your "natural self" is an overly aggressive, overbearing, loud-mouth who must be in a one up position with people at all times, then there may be some employment settings that would consider those qualities highly desirable. Similarly, it may be desirable if you are naturally an overly submissive, non-inquiring, yes-person, who seldom ever asserts one-self. It is our opinion, however, that while there are employers who consider the above characteristics desirable, they are probably few in number; hence the probability of you obtaining a position with them is slight.

The point we are trying to make is that we are not going to tell you to be something that you are not. If you are, for example, sloppy in appearance, generally inattentive, and one whose behavior communicates self-centeredness, it is our opinion that since you have invested a lot of time and energy in

developing your skills and attitudes in these particular ways, you are certainly entitled to hang on to them. All we are suggesting is that the number of employers who desire these kinds of skills is small and, like you, they are entitled to hang on to their biases.

2. Preparing Letters of Introduction

A letter of introduction is the type of correspondence with the long-range intent of leading into an interview. It is the correspondence that creates the initial contact. There are essentially two different kinds of circumstances which stimulate writing letters of introduction: (1) self-initiated - you initiate the inquiry, (2) in response to an advertisement for a job opening. Letters of introduction, in most instances, are going to be your first point of contact with employers and form the initial kinds of impressions potential employers may have of you. Therefore it is crucial to think about not only what kind of information should be in the letter, but what kind of impression do I want to create.

The information contained in the letter of introduction includes the following:

1. Purpose for writing the letter
2. Who you are (age, educational status)
3. What are you involved with now (major fields and activities)
4. What you are looking for (broad career directions, as well as specific directions if possible)
5. Closing statement concerning further inquiry.

The letter of introduction is typically brief, being not more than one page in length. More extensive details of what you are all about is contained in the Personal Resume which we cover a bit later. Since the introductory letter is brief, it will not contain a great deal of descriptive information

about you. Thus the letter, if written within reasonable bounds of propriety, will probably not say much that can be evaluated in a highly positive sense. In short, a good letter essentially lets people know your interest in them with not a great deal of discriminating information being communicated about yourself.

Although this letter may not communicate much about you in a positive direction, it may communicate quite a bit in the negative direction. Remember, it usually is easier to spot the negative than the positive, as well as to know what's wrong with someone versus what is right. In short, your chances of losing are considerably greater than your chances of winning as far as the letter of introduction is concerned. Therefore the strategy to adopt in writing the letter is one of "how do I maximize the probability of not losing?" Here are two basic tips to consider:

1. Be descriptive - not evaluative
2. Be concise - not verbose

We might add that besides the letter of introduction, we would encourage you to write a follow-up letter to those employers you have interviewed and are interested in. At the end of this manual are examples of letters of introduction and follow-up letters.

3. Preparing Resumes

A resume is a comprehensive but concise descriptive statement of your educational and employment experiences, interests and goals. It includes what you have done (work experience), who you are, and what you would like to do (occupational goals).

Resume styles, formats and lengths may vary but all must accurately display one's assets. A resume should be given for every job contact no matter whether it is in response to ads for definite positions, or with your letters inquiring

for possible positions.

The difficulty with preparing a resume is to try to make it accurately descriptive as well as unobtrusively impressive; that is, how does one avoid both underselling and overselling. Remember, a resume is not a full-fledged autobiography, but a shorthand sketch aimed at getting your foot in the door. If you are successful at accomplishing this, you'll have time later, in a personal interview, to detail your qualifications.

The particular shape your resume takes depends to some extent on your experience and qualifications and the sort of job you are looking for. However, the following items are the basic elements that every resume should contain. Present them in a simple, uncluttered outline form, usually in this order of priority:

1. Identification. At the top put your name, address, and telephone number. One could also include age, marital status, and number of dependents in this section.
2. Vocational objectives. Usually this is a difficult section to write primarily because of stating one's objectives in either too general (vague) or specific terms. If you are too vague you are not communicating any discriminating or unique features about your objectives. If you are overly specific, you could rule yourself out for related jobs an employer might have to offer. We suggest that you avoid using specific job titles and instead write a short descriptive summary of those work activities you desire.
3. Educational Experience. List the colleges attended, degrees, and major. You may also list any major or special training courses or seminars, but keep it short. It is also appropriate to indicate, in one sentence, any special emphasis in your college major/minor.

4. Work Experience. Describe briefly the development of your career to date, including information about each job you have held. This information includes: (1) name and location of firm: (2) dates of employment; (3) your title, duties and specific accomplishments. This information cannot be presented in long paragraphs for each job, although more space should be given to your latest or more significant jobs.

   You can present this information in either chronological order (starting with your present or last job) or by the kinds of positions you've held given first listing to your most important job function.

5. Personal Information. This section can be 2-3 short paragraphs where you specify your extracurricular activities, honors, and awards, hobbies or outside interests, and any particular skills (i.e. foreign language, computer programming) that are vocationally relevant. Again, don't over-burden the reader with superflous detail.

6. References. List no more than three individuals who can comment on your achievements. Include their names, titles, and addresses.

   DO NOT INCLUDE

   Photographs, salary consideration.

Writing the resume

The following represents some suggestions for preparing the resume.

1. Try to be positive. A prospective employer isn't interested in hearing about your problems; they usually want to know if you are capable of solving their problems.

2. Be brief. One to two pages are the best. If they are any longer than that, there should be an extraordinary reason for such length.

3. Be descriptive/factual. What counts is what you have done, not your personal opinions concerning your assets. Try sticking to your achievements,

rather than making statements concerning your potential abilities.

4. Make yourself clear. Use correct and simple language avoiding slang and abbreviations. Let other students proof read it. If you are like most of us, it will undergo a number of revisions.

5. Make the form simple and neat. Use standard-sized good quality paper. Copies can be made by offset printing or Xerox, but not by carbon or mimeograph. Avoid smudge marks, erasures, coffee stains, or any other distractions (i.e. poetry in the margins) which will distract the employer's attention from the essential information. Save your embellishments for after you have obtained the job.

We have included examples of different kinds of resumes at the end of this manual.

THE SKILLS OF JOB INTERVIEWING

For those of you who will be involved in the process of job interviewing, we offer the following ideas and suggestions which we hope will be of some help. We should like to point out from the beginning that while interviews may take different forms and directions depending on both personalities and purpose involved, we are assuming that there is a common sequence and direction of activities within an interview. However, because people are somewhat different, we can only give you the general picture of events.

What is a job interview? An interview is a process of mutual inquiry between two individuals involving transmission and evaluation of information. Many of us think of an interview as a one-sided affair typically with you, as the job applicant, being the primary supplier of information, as well as the focus of evaluation. We would like to suggest that while it may seem like a one-sided affair, you can and should be actively involved in seeking information and evaluating that information with the interview setting. Thus, we have emphasized the importance of viewing the interview as a direct and mutual process of sharing and evaluating information.

What kind of information is transmitted? It is obvious that individuals receive and are influenced by a variety of information. Some of this information is non-verbal (i.e. your mannerisms, physical setting, etc.), while part is verbal (i.e. the kinds of questions you ask or don't ask, the tenseness of your voice, etc.). The point is one cannot help communicate information even if one was to remain silent. You might try to keep in mind one of the basic questions both you and the interviewer are asking is: "How would I like to have this person working with me every day?" While for some it may seem unfair for recruiters to make these kinds of judgements on such a limited sample of "you," nevertheless, we all have made similar judgements

about others using limited information. Therefore, since judgements are often made on the basis of limited information, the kind of discriminating information to transmit becomes a critical issue.

What kind of information to transmit?

1. Information about the employers. In preparing for interviews it is imperative that you do some prior study of the employer. The purpose of this is: (1) it communicates typically desirable things about you as a person to the employer, and (2) it prevents wasting time within the typically short interview session. Here is a sample of questions you can research before the interview as well as primary sources for researching industries*:
    1. How large is the company? What are its assets?
    2. How long has it been in business?
    3. How diversified are its products and services?
    4. What kind of reputation does it have locally?
    5. Does the firm have branch offices that could offer you a geographical preference?
    6. What kind of management breakdown does the company have? (Will there be room and encouragement for you to grow, or is there a possibility of getting into a dead-end job?)
    7. What is the nature of the company's business?
    8. What kind of benefits does the company provide its employees?
    9. Is the company in a period of growth? What are the prospects for growth?
    10. What kind of staff does the company have?

Business Periodicals Index - Resource Sources

College Placement Annual - Listing of Employers

Directory of Corporate Affiliations

Dun & Bradstreet's Million Dollar Directory

Dun & Bradstreet's Middle Market Directory

Encyclopedia of Associations, Vol. I

Fitch Corporation Manuals

Fortune's Plant and Produce Directory

Mae Rae's Blue Book

Moody's Industrial Manual

Plan Purchasing Directory

Poor's Register of Corporations, Directors, and Executives

Register of Manufacturers

Standard and Poor's Industrial Index

Specific Company Literature

Thomas Register of American Manufacturers

*Most sources can be found in public or college libraries.

2. Information about yourself

a. Dress. Although most employers are becoming more liberal in their standard of dress and appearance, let basic good taste be your guide. If a beard of "Alice-in-Wonderland" look is going to jeopardize your chances for a job, that's your decision. With some employers appearance could be the deciding factor. The question you have to ask yourself is, "How important is it?"

b. Assets. Try to dwell on the positive. While past failures and shortcomings need not be volunteered, don't try to cover them up or side-step

*Partially reprinted from the College Placement Annual, 1976, The College Placement Council, Inc. P.O. Box 2263, Bethlehem, PA 18001.

them. Should the recruiter ask about them, try to explain the circumstances rather than give excuses or blame others. Remember, she/he is human too...and probably has made a few mistakes. You'll create a better impression by being honest and candid.

c. Asking Questions. When appropriate, ask meaningful questions, particularly if you are not clear about the details of the job, the training program, or other job-related concerns. But, don't ask questions just because you think that's what is expected. Active and focused inquiry communicates a lot about you as a person.

d. Nervousness. If you are like most people you will be initially nervous in an interview. It is better to acknowledge this and not try to cover up since most recruiters understand it as a natural event.

What is a typical interview like? As we indicated earlier, an interview is a process of mutual inquiry and evaluation. The basic purpose is to obtain descriptive information about both you and the employer which will be evaluated. If the interviewer has your resume or other prior information about you the focus of inquiry may be different than if they had no prior information. However the good interviewer will typically ask questions that begin with "could, how, what, tell me about," etc., which are designed to give you freedom to describe yourself in your terms. These questions usually are focused on the following areas so it might be a good idea to work out what you might say in advance.

Area: 1. Career goals and interests - general and specific

2. Knowledge of the employer

3. Interests, hobbies, etc.

4. General/specific - competencies

5. Previous vocational history

Examples of Questions

1. What are your current and future career goals?
2. How did you get interested in the vocation of _____?
3. What kinds of things do you see yourself achieving?
4. What kind of a job are you looking for?
5. What seems attractive about this position?
6. Where do you think you might like to be in 5 years? 10 years?
7. Tell me about yourself.
8. What do you consider to be your strengths and weaknesses?
9. What kinds of things are important for you to achieve or become involved with?
10. What kinds of accomplishments stand out in your mind?
11. What kinds of thoughts do you have about these concerns of our company?
12. Are there skills you have acquired which are particularly suited to this job?
13. Do you have any questions?

    (It's your turn and we hope that on the basis of what you know about the job you would also try to obtain descriptive information by using open-ended questions in an active inquiry style.)

It has been our experience that a number of students, while preparing for interviews, tend to become overconcerned about how they will be evaluated so that they stumble through the whole affair. Interviews are anxiety provoking, particularly in an era of a tight job market for many college graduates. However, we would like you to keep two things in mind:

1) Do your research on both the employer and yourself. Preparing yourself on how to answer questions and how to ask relevant questions means advanced work on your part, but it is absolutely essential.
2) If you feel anxious in an interview, don't cover it up but acknowledge it. Most people cannot hide it very well. Furthermore, communicating

your anxiety in a simple, direct way communicates a lot of positive things about you.

We strongly urge you to get a friend and practice the interview by role-playing-recording it on an qudio tape and getting reactions to it. Indeed, it took most of us a number of practice trials to learn how to ride a bike which may be a simpler skill to learn than how to answer and ask questions intelligently.

What kinds of questions should you ask? If you have done your pre-interviewing research on the company, you won't need to ask questions like the following?

1. What is the name of your company?
2. Where is it located?
3. What kinds of products/services is the company concerned with?
4. How large is the company?
5. Where are the branches of the company located?

It is a good idea to obtain information about these general questions before the interview unless your objective is to impress the interviewer as a klutz. Assuming that's not your objective, the following are some examples of the kinds of open-ended questions (Could, ...,How...,What..., etc.) that will get the information you need:

1. What are the specific duties of the position?
2. Could you tell me what kinds of skills I would need to have for this position? Are there training programs offered by the company?
3. How does this job relate to other positions?
4. What kinds of directions do you see the company going in the future?
5. What kinds of company benefits are there? (It may be possible to have this beforehand, you can ask about specific benefits.)
6. I'm not sure I understood that. Could you explain that a bit further? (It's quite possible you didn't understand or hear something - asking

for clarification is necessary.)

Try to keep in mind that the primary focus of your questions should be on the specific job activities (duties, company expectations), how the job fits in, the current and future direction of the company, benefits of the company.

Post-Interview Assessment. After your interview is over and you have had some time to evaluate the information you inquired about, we suggest that you write a simple, one paragraph follow-up letter expressing your general reactions and intent. This is not to be in any sense an extensive sell job, but merely feedback from you to the employer of your reactions and intentions. An example of the follow-up letter is included at the end of this manual.

In conclusion, we would like to leave you with a kind of perspective towards the entire job-seeking process. In a nutshell, we do not believe that you should take the posture, as many have metaphorically put it, to "sell yourself." We have taken the position that it is not a matter of "selling", but a matter of presenting yourself as informed about the company, as able to answer intelligently questions about you, and to be able to actively and directly ask good inquiring questions.

Letter of Introduction
(Self-Initiated Inquiry
Example)

Date

Company's name and address

Dear Mr. Kennedy:

In May of this year I will receive my B.A. degree in Fine Arts with a major in graphic design. Since I am interested in the work of your company, I am inquiring about the possibility of a position opening in your design or advertising departments.

I am very interested and involved in the activity of designing various kinds of items including industrial products and packaging material. The enclosed resume provides a more detailed description of my education, interests, work experience, and goals.

I am particularly interested in the Xerox Corporation because of its reputation, the interest I have in the kinds of products Xerox produces, and the kinds of designs used in your products and advertisements. I see this company as being energetic and potentially offering me the kinds of opportunities to develop my professional skills.

I have enclosed a resume to give you more information about me. I would greatly appreciate your consideration of my credentials. You may contact me at the address below.

Thank you.

Sincerely,

Your name, address & phone number

Enc.

Letter of Introduction

(Response to Advertisement
Example)

Date

Company's name and address

Dear Mr. Stevens:

This letter is an application for the advertised research po ition in the division of pharmaceutical chemistry.

In June of this year I will receive my B.S. degree in chemistry from the University of Kansas. In addition to the major area in chemistry, I have had several courses in the biological sciences and mathematics.

I am actively involved as a student member of the American Chemical Society, the University Orchestra and marching band, intramural sports activities, and a work-study program within the University. I enjoy music, sports, and particularly, the laboratory-research parts of my science courses.

The enclosed resume provides a more detailed presentation of my education, work experiences, and goals.

I am particularly looking for the kind of position that primarily involves laboratory research concerning chemical analysis. While I enjoy all aspects of chemistry, I am most fond of analytic work involving the analysis and identification of compounds.

If there is any further information that I can provide you, please contact me. You can call me at (913) 864-000 or write me at the address below. I appreciate your consideration of my credentials.

Sincerely,

Your name and address

Enc.

Follow--up Letter

Example

Date

Company's name and address

Dear Mr. Stevens:

I appreciate and enjoyed the interview we had on April 10, 1976 for the research chemist's position. I felt I learned some things about your company and the job which has made the position even more attractive.

I eagerly await your decision.

Sincerely,

Your name, address, and phone number

RESUME

NAME:	John A. Doe	AGE:	
ADDRESS:	730 Templin Hall The University of Kansas Lawrence, KS 66045	MARITAL STATUS:	Single
TELEPHONE NUMBER:	913-841-0000		

Vocational Goals	Personnel Administration. Sale/management trainee.
Education	University of Kansas, Lawrence, B.A. Psychology, 1976. Particularly interested in social psychology. Elective area work in economics and data processing techniques.
Experience	
1974 to 1976	University of Kansas, Counseling Center. Work-study program. Duties included scoring and keypunching of test information.
Summer	
1974 to 1975	Lewis Construction Company, Topeka, KS. Construction helper. Assisted in commercial construction work.
1970 to 1974	U.S. Navy, Norfolk, VA Duties included payroll processing and some operation research analysis.
1969 to 1970	ABC Freight Systems, Inc., Topeka, KS Part-time dock worker - Duties included transfer and loading of motor freight shipments.
Personal Information	Grew up in Topeka, KS. Spent four years in the Navy, two years aboard carrier U.S. Kitty Hawk as assistant communications officer. Computer programming skills, some system analysis research experience. Active in soccer and hiking clubs. Plan to continue part-time graduate work in either business or psychology.
References	Dr. Carl Jung, Professor University of Kansas Department of Psychology Lawrence, KS 66045 Dr. Thomas Malthus, Professor University of Kansas Department of Psychology Lawrence, KS 66045

References - con't.

Dr. Lewis Terman, Counselor
University of Kansas
University Counseling Center
Lawrence, KS 66045

RESUME

Name: John Phillip Smith

Address: 716 Missouri Street
Lawrence, KS 66044

Age: 21

Telephone: (913) 842-0000

Marital Status: Single

Vocational Objectives

Retail Sales management. Long range objective manager of a major retail outlet for large national chain.

Education

University of Kansas, Lawrence, KS, B.A. Marketing, 1976. Special emphasis on retail sales and merchandising; work in consumer economics, accounting, and data processing.

Experience

Summer
1974 to 1975

Johnsons, Inc., Kansas City, MO. Sales Clerk. Duties included merchandise displays, assisting buyers, consumer relations. Sold successfully on a commission basis.

Summer
1973

Grizzly Bear Club, Lawrence, KS Lifeguard Duties included general pool maintenance, swimming instructions for children.

Summer
1969 to 1971

Farm worker. Worked summers on farms harvesting various crops. Learned a lot about the management of farming operations.

Personal Information

Brought up in Lawrence, Kansas. Active as a student member in the Kansas University Business Council and Beta Gamma Sigma (business honorary). Member of a social fraternity. Active in out-door activities-hiking, canoeing. Have traveled througout Mid and Southwestern regions of the U.S.

References

Mr. Robert Jones, Manager
Johnsons, Inc.
1212 Main Street
Kansas City, MO 66000

Dr. John Forrester, Professor
University of Kansas
School of Business
Lawrence, KS 66045

Dr. Paul Johnson
University of Kansas
Department of Computer Science
Lawrence, KS 66045

RESUME

Name: Susan Elizabeth Smith

Address: 816 Alabama Street
Lawrence, KS 66044

Phone No.: 913-842-0000

Professional Objective

Professional Engineer. My general objective is to work in research and development of electronic equipment. Have particular interest in communications and computer systems.

Education

University of Kansas, Lawrence, Ks. B.S. in Electrical Engineering, 1976. Special emphasis on computer engineering.

Experience

1975 to 1976

University of Kansas, Electrical Engineering Laboratory. Undergraduate Research Assistant. Duties included assisting in research and development of microcommunication equipment under NSF grant.

Summer
1974 - 1975

Radio Shack, Inc., Minneapolis, MN
Sales Clerk. Duties included sales of communication equipment and learning some retail management skills.

1972 to 1973

Utopian Pizza, Inc., Lawrence, KS.
Waitress. Part-time.

Personal Information

Grew up in Minneapolis and have lived in several midwestern communities. Honor roll student for six semesters. Active participant in women's intramural athletic programs, social sorority, and student senate. Hobbies include reading, particularly science fiction, golf, and Sierra Club activities.

References

Dr. Elmer Fudd, Assoc. Professor
University of Kansas
Department of Electrical Engineering
Lawrence, KS 66045

Mr. Peter Hopewell
Radio Shack, Inc.
1215 Hennepin Avenue
Minneapolis, MN 60000

Dr. John P. Turkey, Professor
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